

Minutes
April 30, 2004
Conference Call

Attending were: Tim Neyhart, Linda Daughters, Vikki Day, Kristi Heumiller, Lisa Lunstra, Brooke Lusk, Dawn Olivier, Anne Rieck-McFarland

- Survey: What can we learn from the surveys that will benefit us? What can we learn from the areas that we were successful at to help where we weren't as successful?
- Comments

Kristy: SD was 10% below all areas that consumers didn't have choice of who provides the service.

Dawn – final survey – unable to open – Outcomes

Vikki: Page 3 – actively reflects – people don't always get what they want.

Tim: Page 25 – do people really know what the full range of services are – how did they come to that conclusion?

Kristi: want more control – not sure- but they also say they don't. Think people are happy but don't think at expanding choices, etc. Didn't dream – didn't think you could have a choice – have no idea if it's feasible.

Tim: We look over all this – what do we hope to do?

Brooke: What can we learn from it to implement the PLANS grant – if we're lacking one service that's where we try to improve – don't look at areas where we're succeeding – keep improving

Vicky: They don't have choice and control

Tim: Staff help family members choose services – do people really know what is available? FS says what services do you need – this survey is more choice than others

Vikki: The lack of control and everyone wants more

Anne: They don't know, we think people are happy, so we don't explore other options that are available.

Dawn: If you've never let yourself dream or think about other support – you settle for what you know

Brooke: We don't know what we don't know

Tim: Current medical waiver – heard new scenarios in open forums – two examples of what Medicaid is doing

Survey: Family Support

- B-21 years
- Element from FS – A continuum here you are on your “chart of life” here's what you need to be working with
- Whatever it takes for FS child
- Rights of Family Response – page 27
- How do we make sure people know more of these
- Information and dissemination – very important
- How do you keep people informed if system changing and offering
- No idea for what Medicaid covers
- Not necessarily make something new but make people aware of what's available
- Family pride – afraid to ask when told no a number of times
- No idea how to get services for those who haven't had services
- Schools don't let know always especially in outlying areas
- Continual process of informing people – never ending
- Sharing values and missions – thru stories
- Success resource corner – flexibility of system – on Division's website
- Each ATC advertises on their own but did it as a community
- Won't take anybody away from current service delivery program
- Check-off list
- Miss information on things done in past years
- Coordinator definitely key here
- 3 -6 age group missing a coordinator – life-long journey
- FS - can lead to life services plan – step to next level or phase
- Take care of problem as it comes along and that's too far into future – all of a sudden they're 18-20 years old and what are they going to do
- Parents don't want to deal with it until it happens
- Transition is a life-long process instead of just a period in life
- Referring people to Parent Connection/Parent Child Info Center
- Where school districts fall within this process – varies from district to district

- Know laws – school districts responsible to let advocacy and Parent Connection Services
- Links on school's pages with disability info regarding services
- Community access and satisfaction (faith-based organizations) once connected here
- Every state could do better – page 18 same survey bit over a half on the other survey – can't do it today
- How do we let people know may not be today – but we will keep them informed about changes
- When you first contacted us – we heard you – the systems are changing – but we forgot to tell you neat things are happening
- Life long journey and there's a way to deal with it and get through it if we get together
- Bandaging the problem – until it is too late – need to prepare them better
- Decide what child wants to do after high school
- We may not need to make new – we need to inform
- Don't be afraid to ask
- Hard for change – people afraid to ask
- Schools don't let people know
- Get people what they want where they want
- Ongoing process to make changes – never ending
- Greater good resource
- Increase population in general
- People really rely on the school district
- School districts don't keep pace with changes
- New law – Special Education law – advocacy/Parent Child Information Center
- Special Education Department – Training Center have to go through Special Education

Linda: Division of Special Education to put stuff on line

Tim: How do we let additional families know of the great idea

Kristi: Families don't know the resources

Tim: Pg 37 – Nationwide indicate a need for benefits – doesn't come down to specific codes – but if we made a list to give to families

Anne: Council on Quality and Leadership – How we tell people what we do – through agency values – through stories - Success Board or Resource Center uses pictures for people to use (put this on Division web page?)

Kristy: FS motto – Whatever it takes if a family comes up with a creative idea – we can do- just can't put it all on paper

Anne: Parent Connections – Where do the school districts fall in this journey

Survey: Communication

- Lack of knowledge
- Misinformation
- Judging a service from past
- Community living as opposed to group home

Survey: Service Coordinator

- What parts make survey
- Helped achieve levels of satisfaction
- Complete section in our B-3 – B-6
- Go to more education process into transition

Survey: Child Family page 52-57

- Continuing the family to the community
- How we need to talk about a community
- Community access
- Giving people more control
- Oahe goal is to get them into community
- Faith-based organization
- Establish a more “normal life style”
- Central network of a few great stories

Brenda Simms: From agency to Person to Community – get into supports

Anne: suggested groups break out to go over